MINISTRY OF THE ATTORNEY GENERAL

2011-2012

ODA Accessibility Plan

ISSN # 1708-5586

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Introduction

Each year, the Government of Ontario sets a course to prevent, identify and remove barriers for persons with disabilities. Every ministry participates through its annual accessibility plans, as required under the Ontarians with Disabilities Act, 2001 (ODA).

The Accessibility for Ontarians with Disabilities Act, 2005 (AODA) is Ontario's roadmap to become barrier-free by 2025. It includes accessibility standards in:

- customer service
- information and communications
- employment
- transportation
- the built environment.

This year the accessibility plans will help to inform planning requirements under the new Integrated Accessibility Standards Regulation (IASR) enacted in June 2011 under the AODA. The IASR requires the Government of Ontario to develop a multi-year plan to prevent and remove barriers for persons with disabilities.

Our annual accessibility plan outlines the specific steps the ministry is taking to improve opportunities for persons with disabilities.

Building on last year's plan, our 2011-2012 Accessibility Plan will continue moving the Ministry of the Attorney General toward the goal of an accessible province for all Ontarians.

The Ministry of the Attorney General is fully committed to ensuring equal access to justice for all Ontarians. This includes providing services and programs that people with disabilities can use and benefit from equally and free from discrimination.

The ministry is also committed to working closely with the judiciary and other organizations in the legal community to share information, knowledge and strategies on removing and preventing barriers and improving accessibility for people with disabilities. As an example, the ministry continues to support and participate in the Ontario Courts Accessibility Committee, which includes

representatives from all levels of court, the Ontario bar and people with disabilities. The committee's mandate is to provide strategic advice to the court system to support accessibility improvements.

The past year has seen many improvements that are described in this report. A new Vulnerable Victims and Family Fund will provide financial and court-based supports for both victims of crime and families of homicide victims. The fund includes coverage for supports, such as real time captioning, sign language services or equipment needed to ensure that people with disabilities who are vulnerable victims or family members can participate in criminal proceedings on an equal basis.

We are increasing the number of assistive listening devices to provide clear sound across a room and reduce background noise to help people with disabilities hear or concentrate when using our court services or programs. The ministry is also developing a guide on assistive listening devices for the public to ensure those who can benefit from these devices are aware and can make use of them.

The accessibility coordinator service operating in courthouses, the Victim/Witness Assistance Program, and Crown Attorney's Offices continues to provide a strong foundation for the ministry's accessible services. Accessibility coordinators are a one-stop-shop contact point for questions about accessibility features and services. They also coordinate individual accommodations for people with disabilities who are using ministry services and programs in courthouses.

The ministry is committed to continuous monitoring and improvement of accessibility coordinator services. In the past year the ministry has posted signs in each permanent courthouse to make court users aware of the accessibility coordinator service.

This accessibility plan contains further information about our accessibility coordinator services as well as the accessibility contributions and plans from all parts of our ministry. Together these contributions are each bringing us a step closer to an accessible Ontario.

To view the Accessibility Plans of other ministries, visit Ontario.ca.

Section One: Report on Measures to Identify, Remove and Prevent Barriers in 2010-11

The Government of Ontario is working to achieve an accessible province by 2025.

In 2010-11, the government continued to comply with the Accessibility Standards for Customer Service regulation and continued to implement initiatives to enhance accessibility in other areas: employment, information and communication, transportation, the built environment and procurement.

This document includes a summary of the initiatives the Ministry of the Attorney General implemented between November 2010 and October 2011.

Customer Service

To support compliance with the Accessibility Standards for Customer Service, Ontario Regulation 429/07, the ministry follows the Ontario Public Service Accessible Customer Service Policy which addresses all requirements under the regulation. To find out more please see the ministry webpage describing our commitment to accessibility http://www.attorneygeneral.jus.gov.on.ca/english/about/commitment_to_accessibility.asp.

Individual offices, branches and divisions of the ministry have found different ways of including requirements on accessibility in their day-to-day operations. For example, in the past year, the Office of the Children's Lawyer added accessibility requirements and considerations to its internal policies and procedures manual provided to all staff. The Supervised Access Program included accessibility measures in its best practice manual for its transfer payment service providers. It also added accessibility measures into the service providers' peer review process (where service providers evaluate each others services).

Described below is a summary of 2010-2011 accomplishments from across the ministry in the area of customer service.

Accessibility Unit

- The ministry continues to offer a central ministry accessibility unit team to provide expertise, research, planning and monitoring activities to support

accessible services and improvement initiatives across the ministry.

Examples of the team's key work in the past year include:

- Provided day-to-day support to staff across the ministry in responding to individual accommodation requests from customers with disabilities.
- Researched strategies, best practices and resources such as for accommodating individuals with a brain injury and those with multiple chemical or environmental sensitivities.
- Provided presentations and participated in training sessions as needed.
- Maintained an internal website full of up-to-date accessibility information, training and awareness resources for use by staff. The website received a major review and update in the fall of 2011.
- Provided consultations to divisions upon request such as to the Human Resources Strategic Business Unit in February 2011 and the Social Justice Policy and Programs Division, Divisional Management Operations Committee in June 2011.
- Supported ministry branches and project leads in integrating accessibility into standard business practices, like policy development and procurement.
- Monitored the ministry to confirm compliance with the requirements of the Accessibility Standards for Customer Service regulation.

Training and Awareness

- The Human Resources Strategic Business Unit provides each of the ministry's divisions with results on mandatory online accessibility training for staff on a quarterly basis. This process allows divisions to ensure all new staff take the required training. The training includes May I Help You, which is training on providing accessible customer service as well as training for managers and supervisors on accommodating employees and applicants with disabilities.
- Additional education, awareness and training activities made available to staff across the province included the following:
  - During Mental Health awareness month, 4 one-hour awareness sessions were offered in person in Toronto and by webcast across the Province. Two sessions involved individuals who shared their experience of mental illness. The sessions also included presentations by representatives of the

Centre for Addiction and Mental Health, the Canadian Mental Health Association as well as a session on services on mental health offered by the Ontario Public Service Employee Assistance Program.

- A presentation by members of the Ontario Public Service Disability Network was made available to staff across the province through web cast to their computers.

- Training and information made available to specific groups of employees or contractors included:

  - Training on providing accessible front line services to members of the public with mental health issues for the Criminal Law Division's Provincial Support Staff Seminar in June 2011. The presentation was also posted on the internal website so that new staff can be directed to the training.

  - An information session for staff of the Office of the Children's Lawyer on communicating with people who use sign language and the protocol to access the services. Staff of the office, who are trained in the use of American Sign Language, provided the session to their colleagues.

  - The Court Services Division devoted the entire summer issue of its Division newsletter to the topic of accessibility, with staff from across the province contributing articles. The newsletter reaches over 4,000 staff across the province.

  - Branches in the Social Justice Programs and Policy Division provided training including the following:

    - The Supervised Access Program provided training to 50 Centre Coordinators who are Supervised Access Program transfer payment service partners (external service providers). The Coordinators will in turn train their staff on working with people with mental health and neurological conditions, developmental and learning disabilities as well as acquired brain injuries. Presenters included representatives of the Ontario Brain Injury Association, Community Living Toronto and the Centre for Opportunities, Respect and Empowerment.

    - The Office of the Public Guardian and Trustee developed an educational curriculum for Toronto and region staff. The training included a variety of topics: head injuries, schizophrenia, living well with stress, as well as additional video and on-line resources on mental health.

    - All existing agents of the Office of the Children's Lawyer were asked to

confirm that they have completed the AODA accessibility training and were also made aware of accessibility best practices.

- All existing volunteer presenters for the Mandatory Information Program in family courts were asked to confirm that they have completed the AODA accessibility training.

- A wide range of other presentations and awareness initiatives occurred in the past year including the following:

  - Presentation on accessibility to the Ontario Court of Justice Annual Conference in May 2011 by a courthouse accessibility coordinator and a representative of the ministry Accessibility Unit.

  - Presentations by Accessibility Unit staff to the Ontario Courts Accessibility Committee on topics ranging from alternate formats and assistive listening devices to awareness of multiple chemical sensitivities.

  - The Director of the Family, Policy and Programs Branch, Court Services Division, along with the ministry Accessibility Unit team delivered a presentation, paper and facilitated group discussion on accommodating people with mental health disabilities in courts and tribunals at the Conference of the Canadian Institute for the Administration of Justice in September 2011.

  - Staff of the Freedom of Information and Protection of Privacy Branch were encouraged to choose a course relating to disability as part of their yearly learning plan.

  - The Alternative Financing and Procurement Courthouse Projects Office, which is involved in new courthouse planning, includes accessibility as a regular topic in their staff meetings. This year the office discussed accessibility related topics such as voice lift systems to improve hearing in courtrooms.

Accessibility Coordinator Service

- The courthouse Accessibility Coordinator service continued to respond to a variety of requests from court users with a wide range of disabilities. For example:

  - An individual who is blind was provided with audio recordings of print documents.

- A member of the Deaf community, who uses a local form of sign language, was provided both a Deaf Interpreter and an American Sign Language Interpreter for communication.

- An individual with severe anxiety was provided with extra time a quiet place for breaks and to have a family member with them.

- An individual who was not a wheelchair user but was unable to manage the walking distance through the courthouse was provided with a wheelchair.

- It is important to note that while courthouse accessibility coordinators are able to arrange most accommodations for people with disabilities on their own, a judge or justice of the peace may need to decide on some requests for accommodations in a court proceeding.

- All ministry courthouses have mounted permanent information signs that tell the public that accessibility coordinators are available to respond to requests from people with disabilities. The signs include braille and are mounted following accessibility considerations for lighting, glare and appropriate height and positioning.

- Further information about Accessibility Coordinators and accessible services has been made available to the public on the ministry website, in letters to potential jurors and on some court forms. Work is underway to increase the number of court forms and documents with information about accessible services.

- Two training sessions for Accessibility Coordinators were held. They focused on good practices for meeting the accessibility needs of ministry clients with disabilities, and on sharing Coordinators' experiences, including situations they faced and solutions.

- Information from a survey of Accessibility Coordinators about requests for accessible services has been analyzed to identify trends in requests as well as priorities for improvement. A follow-up survey was conducted in the fall of 2011.

Notice of Service Disruption

- The ministry has maintained its process for notifying the public about temporary disruptions to accessibility-related services and facilities. For example, the Sault Ste. Marie courthouse informed the public that its elevator was being refurbished and was out of service for a period of about 6 months. A memo was sent to regular court users (e.g., the local law association,

Crown Attorney's offices) several months in advance. Information was posted on the ministry's website and notices were posted on entry doors to the courthouse. The notice also included contact information for requesting accommodation. A plan was put in place to reassign court cases to a courtroom on the first floor which is accessible, when needed to accommodate someone with a disability.

Feedback

- The ministry reviewed the feedback it received from the public on accessibility for people with disabilities. While positive feedback was received about the accessible customer services provided by ministry staff, there were a number of concerns and suggestions such as: not being able to find information about accessibility coordinators, poor acoustics in courtrooms that make it hard to hear, the quality of sign language interpretation, wheelchair access in courthouses, and long line-ups and wait times.

- The ministry has already addressed many of these concerns by:

  - Providing new signs in courts that tell people about accessibility coordinator services and how to ask for disability-related assistance;

  - Providing more assistive listening devices to make it easier for people with a hearing loss to hear in courtrooms; and

  - Working on a sign language strategy aimed at increasing efficient access to qualified interpreters for court services.

  - The ministry recognizes that many of its courthouses across the province are older and were not designed with accessibility in mind. The ministry will use a long term strategy to identify and remove barriers in its buildings across the province but this will take many years. The ministry also recognizes that long line-ups and wait times can be a challenge for some people with disabilities. The courthouse Accessibility Coordinator is happy to work with an individual to find alternate ways to provide accessible counter services. The ministry will continue to monitor feedback and use the information to plan accessibility improvements.

Information and Communications

- The ministry continued to provide sign language interpreter services for court proceedings, programs and services as well as for other ministry services

where required for effective communication. The ministry is also continuing work on a sign language interpreter strategy to improve access to qualified interpreters for court services. Further consultations with community organizations and service providers are planned for the fall and winter. During the past year, remote video interpretation was used for some court occasions with approval of all parties.

- The Freedom of Information and Protection of Privacy Office has installed a TTY to ensure that people who use a TTY to communicate by phone line or computer can reach the office directly.

- Providing alternate formats of documents continues to be a priority of the ministry. Both the internal Access MAG website, hosted by the Accessibility Unit, and the Criminal Law Division website provide resources on how to make documents and emails accessible to people with disabilities in a variety of formats. The Accessibility Unit is working with divisions on developing a strategy to ensure that accessible documents are created in an efficient manner across the ministry. This work will continue during the coming year.

- The ministry is committed to increasing the use of plain language in new documents designed for use by the public and divisions continue to inform staff so they are aware of the importance of using plain language. The following are examples of some of the achievements over the past year.

    - The ministry Communications Branch works with divisions to improve use of plain language in ministry publications and on websites. For example, during the past year, the branch did a plain language review of A Report to the Community: Victims, Survivors and Services Providers 2011, as part of posting new information on the website for Notary Publics and as part of creating Justice Ontario Mobile, web information for users of mobile devices.

    - The Freedom of Information and Protection of Privacy Request Form was revised for plain language.

    - Victim Witness Assistance standardized letters were updated to include plain language.

    - All form letters sent by Property Guardianship Services have been reviewed and rewritten for greater clarity.

    - Court Services Division updated the Juror Questionnaire in March 2011 to make it easier to read and understand. Information on the Jury Duty website and Instructions for Completing the Juror Questionnaire also received plain language revisions.

- New family court forms developed in summer 2011 are more plain language.

- The ministry Accessibility Unit coordinated a full day training session on creating accessible web sites, information software and information systems for key web site and software development staff. The session, provided by the Ontario College of Art and Design's Inclusive Design Research Centre, included demonstrations of the use of assistive devices on websites that were not accessible, concepts and techniques for creating accessible websites and software as well as an opportunity to try to use the assistive devices.

- The Criminal Law Division is continuing efforts to ensure accessibility of information and communication systems in the division including the following:

  - Steps have been taken to ensure the new operating system of the Next Generation Desktop (the new standard computer system to be used by ministry staff) is compatible with assistive devices used by employees with disabilities.

    - Next Generation upgrades will also ensure the toolbar elements of the internal Criminal Law Division website are accessible.

  - The division uses the Web Accessibility Assessment Tool (a product to test the accessibility of websites) frequently on the internal intranet site to ensure it remains accessible.

Employment

- The Court Services Division reviewed the existing processes for responding to requests for disability-related accommodations by members of the judiciary and consulted with the Offices of the Chief Justice for the Court of Appeal of Ontario, the Ontario Superior Court and the Ontario Court of Justice.

- The Court Reporting Unit of the Court Services Divisions has provided Court Reporters with information on computer ergonomics to help promote safe use of their computers. The information has also been made available on the internal intranet site so that all division staff can access it easily.

- The Criminal Law Division and Legal Service Division include an offer to accommodate in their on-line registration process for staff training. In addition, training venues are required to meet accessibility requirements.

- The ministry continued to require that internal electronic communications are accessible to all employees and all divisions have reminded employees of this requirement in the past year. Online guides and other resources are available to ministry staff provide information on how to produce electronic documents and emails that are accessible to employees with disabilities.

- The Human Resources Strategic Business Unit has added accessibility requirements to checklists for choosing alternate locations to deliver service in case of emergency shut down of an office.

Built Environment

- The ministry continued to apply the Accessibility Design Guidelines to all work related to the planning studies, design or construction of new courthouses. The guidelines include accessible access to all public areas of the courtroom through standard features such as an accessible jury box, accessible witness stand and assistive listening systems.

- Prior to construction of a new courthouse, it is ministry procedure to consult with the local municipal accessibility advisory committee to discuss accessibility of the building. In the past year, such consultations were held regarding the future Thunder Bay and the St. Thomas courthouses.

- When existing building and courthouses are renovated, the ministry includes the removal of accessibility barriers in the work unless a heritage designation restricts such work. In addition, when the ministry is signing new leases or lease renewals the ministry continues to negotiate with building owners to address the elimination of any barriers to staff, judiciary, clients or the public with disabilities.

- Environmentally friendly cleaning products are used in all government owned facilities the ministry uses.

- Accessibility was integrated as a guiding principle into preliminary work on security systems standards and all new magnetometers (metal detectors) are required to be barrier-free.

Procurement

- The Corporate Services Management Unit of the ministry provides reminders to program areas in the ministry to incorporate accessibility into the

development of procurements needs.

- Accessibility requirements were included in the request for proposals for the procurement of digital recording equipment for ministry courthouses.

- Service providers for new Family Mediation and Information Services are required to comply with all relevant accessibility requirements established by the Ministry in accordance with the Accessibility for *Ontarians with Disabilities Act, 2005,* S.O. 2005 c.11 and its regulations. The ministry provided background information about accessibility legislation, regulations and best practices to those who were responding to its RFP.

- The following is a sample of the requirement contained in most request for service offers issued by the Office of the Public Guardian and Trustee:

  > The Vendor's delivery of the Services shall comply with all applicable requirements, specifications and standards for accessibility established by the Ministry in accordance with the Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005 c.11 and any regulations made thereto.

- A number of branches have included accessibility requirements into contracts for training or training locations in the past year. For example, the Divisional Support Branch of the Court Services Division included accessibility requirements into venue contracts for December 2010 Manager Awareness Sessions and Staff Awareness Training Sessions.

Section Two: Measures Planned for 2011-12 and Beyond

This year, the Ministry of the Attorney General's accessibility plan focuses on five areas. These initiatives will support compliance with the existing Accessibility Standards for Customer Service. They will also help us enhance accessibility in other areas.

Customer Service

- The Ministry of the Attorney General is committed to ensuring that people with disabilities receive accessible goods and services from us. This means they will receive goods and services with the same high quality and timeliness as others. Actions planned include the following:

  - Continue to analyze and identify enhancements to the Accessibility Coordinator function. The coordinators provide information about accessibility services available in each courthouse, and respond to the accommodation needs of court users with disabilities, working with others as needed. Enhancements will include:

    - Updating training and operational policies/procedures to support Accessibility Coordinators in providing accessible services.

    - Adding further information about accessibility coordinator services to more key court forms and ministry websites.

Timeframe: November 2011 - October 2012

- The Accessibility Unit is developing training material and resources for Accessibility Coordinators and other staff on serving people with neurological disabilities, mental health disabilities, developmental disabilities, learning disabilities, and acquired brain injuries. In the coming year the focus will be on mental health disabilities.

Timeframe: November 2011 - October 2013

- The ministry's Freedom of Information area will investigate courses on how to provide customer service to persons with 'non-physical disabilities' in order to continue to develop staff awareness.

Timeframe: November 2011 - October 2012

- The Accessibility Unit has begun work with ministry divisions to coordinate a process to monitor feedback on accessibility and to address areas needing improvement.

Timeframe: November 2011 – March 2012

Information and Communications

- The Ministry of the Attorney General is committed to making government information and communications accessible to people with disabilities. The information we provide and the ways we communicate are key to delivering our programs and services to the public. Actions planned include the following:

    - The ministry will ensure that the accessibility requirements of the AODA Integrated Accessibility Standards Regulation with respect to new internet and intranet websites, including web content on those sites, are met by the dates specified in the Regulation.

Timeframe: January 2012 and ongoing

- Building on the work the ministry has already done on providing documents in accessible formats, the ministry will:

    - Develop an efficient plan for creating accessible formats of documents and for appropriate training of relevant staff.

    - Continue to notify the public about the availability of accessible formats and communication supports.

    - By January 2013, the ministry will ensure that its processes for receiving feedback are accessible to people with disabilities, by providing accessible formats or communication supports upon request.

Timeframe: November 2011 and ongoing

- The ministry will ensure that any information about emergency procedures, plans or public safety that it prepares and makes available to the public is provided upon request in an accessible format or with appropriate communication supports, as soon as practicable.

Timeframe: January 2012 and ongoing

- Criminal Law Division will pilot and implement best practices for alternate formats of commonly used forms/documents.

Timeframe: November 2011 – October 2012.

- All divisions will use plain language to the extent possible in new documents in broad use by the public, and consider improvements to plain language when existing documents that are in broad use by the public are reviewed and updated.

Timeframe: November 2011 – October 2012

- The Criminal Law Division and the Victims and Vulnerable Persons Division are working together to improve the Victim Impact Statement Forms so that they are easier to understand and complete by victims of a crime including those with disabilities. The victim impact statement is a written account of the personal harm suffered by victims of a crime. In addition to increasing the use of plain language in the forms, the work will include consideration of the design of the forms, how people complete the forms, and how alternate formats of the forms will be provided.

Timeframe: October 2011 to October 2013

- The Accessibility Unit will continue to develop operational policies and guidance for staff about responding to requests for assistive listening devices and real time captioning.

Timeframe: November 2011 – October 2011

Employment

- The Ministry of the Attorney General is committed to fair and accessible employment practices that attract and retain talented employees with disabilities. Actions planned include the following:
    - The ministry will continue to comply with OPS policies and procedures on employment accommodation of employees and job applicants with disabilities.
    - By January of 2013, the ministry will comply with the employment-related requirements of the AODA Integrated Accessibility Standards Regulation.

Timeframe: November 2011 and ongoing

- The Court Services Division will complete the documentation of each Ontario Court's process for handling requests for employment accommodation by the judiciary.

Time frame: October 2011 – June 2012

- The ministry Human Resources Strategic Business Unit will continue its efforts to gather feedback from employees with disabilities across the ministry to determine how the ministry can improve accessibility for employees with disabilities and improve their engagement in the ministry.

Timeframe: October 2011 - 2012

Built Environment

The Ministry of the Attorney General is committed to greater accessibility in and around the buildings we use. Actions planned include the following:

- The Facilities Management Branch will develop a multi-year accessibility plan to make Ontario's existing government-owned courthouses accessible to people with disabilities.

Timeframe: November 2011 – March 2013

- The Facilities Management Branch will continue to apply the draft Accessibility Design Guidelines for Courthouses to consolidated courthouse planning studies and feasibility studies for other major projects.

Timeframe: Ongoing

- The Accessibility Unit will continue developing guidance about the use of fragranced products in courthouses and other ministry buildings, and about accommodating people with multiple chemical sensitivities.

Timeframe: November 2011 – October 2012

- A new design for an accessible reception area, including wider doors, a lower counter, and an accessible washroom has been developed for the Office of the Children's Lawyer. The renovation will take place in the coming year.

Timeframe: November 2011 – October 2012

Procurement

- The Ministry of the Attorney General is committed to integrating accessibility criteria and features into our procurement processes. Actions planned include the following:

    - The ministry will continue to incorporate accessibility into specific procurement initiatives. This includes, for example, requiring that vendors build accessibility into the services or goods purchased by the ministry so that they are accessible to people with disabilities. The ministry will also implement any new guidance provided by the Ministry of Government Services.

Timeframe: January 2012 and ongoing

- The ministry will incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities, except where it is not practicable. We will also incorporate accessibility features when designing, procuring or acquiring self-service kiosks.

Timeframe: January 2012 and ongoing

- The Ministry of Government Services (MGS) will be updating the accessibility requirements of the procurement directive and operating policy that applies to the Ontario Public Service. Once they are updated, the Ministry of the Attorney General's Controllership Unit, working with the Accessibility Unit, will lead implementation within the ministry. For example, staff training and guidelines will be developed to supplement the MGS tools, as needed.

Timeframe: November 2011 – October 2013

Section Three: Review of Acts, Regulations and Policies

In support of our commitment to improve accessibility for people with disabilities, the Ministry of the Attorney General will continue to review government initiatives, including legislation and policies, to prevent, identify and remove barriers.

The Ministry of the Attorney General is also playing a leadership role in supporting ministries in their review of legislation for accessibility barriers.

Acts, Regulations and Policies: 2010-11

- In 2011, the Ontario Public Service launched the Inclusion Lens. The Lens is an innovative tool to help address diversity and accessibility. With this tool, ministries can identify and address potential barriers to people with disabilities, and others that may be present in existing or proposed legislation, policies, programs, practices or services.

- In April 2011, our ministry provided support to the OPS Diversity Office in delivering a training session for multidisciplinary teams from all ministries on how to use the OPS Inclusion Lens to review laws for accessibility barriers.

Acts, Regulations and Policies: 2011-12

- Going forward, the OPS Diversity Office and the Ministry of the Attorney General are working together to provide advice and support on a coordinated approach to legislative review across government.

- In the ministry, divisions, with the support of the ministry Accessibility Unit, will develop a multi-year plan to review Acts, regulations and policies for barriers to people with disabilities.

- Ministry staff will continue to analyze the impact of new legislation and regulations on people with disabilities with the support of the Accessibility Unit.

Glossary of Terms/Acronyms

AODA – Accessibility for Ontarians with Disabilities Act

OPS – Ontario Public Service

ODA – Ontarians with Disabilities Act

IASR – Integrated Accessibility Standards Regulation

For More Information

Questions or comments about the ministry's accessibility plan are always welcome.

Please phone: Ministry of the Attorney General

General inquiry number: 416-326-2220 or 1-800-518-7901

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E-mail: attorneygeneral@ontario.ca

Ministry website address: http://www.ontario.ca/attorneygeneral

Visit the Ministry of Community and Social Services Accessibility Ontario web portal. The site promotes accessibility and provides information and resources on how to make Ontario an accessible province for everyone.

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ISSN (# 1708-5586)

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